

**FOR IMMEDIATE RELEASE**  
**Thursday, March 24, 2005**

## **L.L.Bean Announces New Call Center Location**

The Outdoor Retailer Finalizes Plans to Open its  
Fourth Year Round Center — All Operating In Maine

BANGOR, Me., March 24, 2005 — L.L.Bean and the city of Bangor today announced that the outdoor retailer has chosen Bangor to host its new call center. The facility will be L.L.Bean's fourth year round call center in Maine. The decision is subject to approval of the Bangor City Council and successful completion of lease term negotiations.

"Our review of the labor market areas in Maine led us to Bangor for its workforce capacity and ability to meet both our year round and peak season hiring needs," said Chris McCormick, Chief Executive Officer of L.L.Bean. "L.L.Bean is very pleased to become a part of the Bangor community and all it has to offer. We have been extremely impressed with Bangor city officials and their ability to put this project on a fast track for completion. We look forward to sharing our future success with the Bangor area employees who join our company and its commitment to providing a superior service experience for our customers."

L.L.Bean's call center will be located at 690 Maine Avenue, in the building formerly occupied by Irving Oil Corporation. The building is on property currently owned by the City-owned Bangor International Airport. The airport will acquire the building from Irving Oil, and the land and building will then be leased to L.L. Bean at a rate sufficient to provide the Airport an appropriate rate of return on its investment.

According to Bangor Mayor Frank Farrington, "The City Council and citizens of Bangor are thrilled to welcome L.L.Bean to our city. No company exemplifies Maine values better than L.L.Bean. For 93 years, its name has stood for quality, reliability, and expertise. Bangor and L.L. Bean are a perfect match. L.L.Bean is creating good full-time, and seasonal jobs in Bangor. In turn, Bangor's large and well-qualified labor force will do a great job for L.L.Bean."

Mayor Farrington continued, "We know that Bangor was one of many Maine communities who invited L.L.Bean to consider them for their next site. Bangor is honored to have been selected, and we assure L.L. Bean that its confidence is warranted. Bangor, too, has a rugged history and a track record for meeting every challenge that comes its way with determination, imagination, and reliability. Our community values, city services, outstanding international airport, educational systems, recreational and cultural venues, retail, service, and healthcare facilities operate together to make Bangor an outstanding place to operate a business, live and work."

-more-

"I want to commend and thank Rod McKay, our Director of Community and Economic Development, and Stephen Bolduc, our Economic Development Officer, for spearheading Bangor's side of the process that led to this exciting result," concluded Mayor Farrington.

L.L.Bean CEO, Chris McCormick, also expressed his great appreciation to CB Richard Ellis Boulos Company, George Campbell and L.L.Bean's internal task force team for their invaluable contributions to this project.

"In the process of arriving at the decision, our company considered many fine Maine communities seeking the opportunity to host such a facility," added McCormick. "We wish to thank each of those communities for their responsiveness and fast turn around on a project that has considerable urgency for our company."

L.L.Bean also announced today a multi-year lease agreement for continuing its seasonal call center operations in Oxford Hills. The company reported earlier this week its plans to remain in its current year-round facility at the JFK Mall in Waterville as well.

L.L. Bean, Inc., is a leading multi-channel retailer of quality apparel, home furnishings and sporting gear for people who love the outdoors. The company was founded in 1912 and is headquartered in Freeport, Maine.

The City of Bangor is the economic, educational, recreational, distribution, and health care center for the central, eastern and northern Maine regions. Bangor serves as northern New England's economic link to the Canadian Maritimes and Eastern Quebec, and is a major center for the communication, banking, commercial, industrial, and governmental sectors. Bangor prides itself on being an innovative, results-oriented community with a proven track record in undertaking successful ventures. The influence of Bangor's employment and service sectors is far-reaching and significant. Bangor's retail, infrastructure and facilities serve about 144,000 people in the Bangor Metropolitan Statistical Area and beyond. Bangor is the employment, commercial, media and transportation center serving more than one-third of Maine's population, as well as the region's cultural center. Morgan Quino Press, publisher of "2004 Safest Metro Area Awards", ranked Bangor as the safest Metropolitan Area in the U.S.

**Contacts:**

Rod McKay  
City of Bangor  
207-992-4240  
[rod.mckay@bgrme.org](mailto:rod.mckay@bgrme.org)

Steve Bolduc  
City of Bangor  
207-735-4059  
[steve.bolduc@bgrme.org](mailto:steve.bolduc@bgrme.org)

Mary Rose MacKinnon  
L.L. Bean, Inc.  
207-552-6322  
[mmackinnon@llbean.com](mailto:mmackinnon@llbean.com)